peeriosity
For Shared Services

Save the Date — Senior Executive Forum — May 18-20, 2020

Meeting Host:	**Sutter Health, a $13B not-for-profit health care system**
Location:	Onsite at Sutter Health's Shared Services Center in Salt Lake City, UT, conveniently located 6 miles (12 minutes) south of the SLC International Airport
Dates:	Monday, May 18 (6:00 PM Reception), Tuesday, May 19, and Wednesday, May 20
Theme:	**Implementing a Service-Based Model to Drive Scale and Efficiency**

Forum Highlights:
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- The overall objective of Global Shared Services is to return time and money back to the enterprise by utilizing scale, standardizing practices, reducing internal and external friction, improving quality, eliminating defects, and reducing human intervention. The idea of "Right work, right place, right cost". While the overall objective is clear, what are the benefits to moving from an operational mindset to a service mindset as a framework to accomplish these objectives? How does the concept of "Service Excellence" fit in with the ideas of "Customer First" and "Operating Model Discipline"?

- Opening remarks and keynote from Accenture. After Accenture's presentation, attendance will be restricted to Peeriosity practitioners with closed-door discussions focused on the actual experiences of attendees. Topics will include 1) Fine-tuning your culture, 2) Strengthening service skills and capabilities, 3) Developing your service operations improvement framework, 4) Defining service and clarifying ownership, 5) Building a dashboard of metrics to measure and communicate success, 6) Identifying and understanding customer needs and creating a clear feedback process, 7) How a Service Excellence Framework provides a supporting structure for your operating model.

- A welcome reception on Monday, May 18, and a group dinner at a local restaurant on Tuesday, May 19 for casual networking will make the event an experience to remember. The meeting will conclude by 3:00 PM on Wednesday, May 20, to allow for afternoon flights.

Space is limited. This event is for Peeriosity members only, with no cost to attend.